

# NSW Workers Compensation

WorkCover no longer exists,  
and has been replaced by three new organisations:

**icare**<sup>™</sup>

**icare**

provides workers  
compensation  
insurance to NSW  
employers.



**SafeWork NSW**

**SafeWork NSW**

is the work,  
health and safety  
regulator in NSW.



**State Insurance  
Regulatory Authority**

**SIRA**

regulates  
the workers  
compensation  
scheme in NSW.

These changes were made to make things  
fairer for workers and employers.

**In addition:**



Independent  
Review Office

**IRO**

IRO is the workers  
compensation independent  
review office providing  
support to workers.



**Personal Injury  
Commission**

**PIC**

The Personal Injury  
Commission resolves  
disputes between people  
injured in motor accidents or  
workplaces, employers and  
insurers.

**icare**<sup>™</sup>  
Insurance and Care NSW



## NSW Workers Compensation

### Navigating the NSW Workers Compensation System

as of November 2021

# Employers

## Do you need to take out a policy or lodge a claim?

- » Contact icare at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

## Do you have a policy related question or complaint?

- » Contact icare on 13 44 22 or [wisupport@icare.nsw.gov.au](mailto:wisupport@icare.nsw.gov.au)
- » If unresolved, contact SIRA on 13 74 72 or [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

## Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or [piclaimsenquiries@icare.nsw.gov.au](mailto:piclaimsenquiries@icare.nsw.gov.au)
- » If unresolved, contact SIRA on 13 74 72 or [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

## Do you need advice or support in improving the health and safety within your workplace, or to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or [contact@safework.nsw.gov.au](mailto:contact@safework.nsw.gov.au)
- » icare can provide support to minimise workplace injuries and insurance costs. Contact icare on [prevent@icare.nsw.gov.au](mailto:prevent@icare.nsw.gov.au)



### icare

icare is the Government Insurer for workers compensation in NSW workplaces.

icare manages employer policies directly whilst icare's Claims Service Providers - Allianz, EML, GIO and QBE - manage claims on behalf of icare following a workplace injury.

### SafeWork NSW

Provides advice and support to improve health and safety in the workplace.

SafeWork NSW also provides licencing and registration for potentially high-risk work and investigates workplace incidents.

# Workers

## If you have been injured at work, tell your employer.

- » You can also lodge a claim at [www.icare.nsw.gov.au](http://www.icare.nsw.gov.au)

## Do you have a claim related question or complaint?

- » Contact the Claims Service Provider managing your claim
- » Contact icare on 13 99 22 or email [piclaimsenquiries@icare.nsw.gov.au](mailto:piclaimsenquiries@icare.nsw.gov.au)
- » If your complaint relates to your Claims Service Provider, and remains unresolved, contact IRO on 13 94 76
- » If your complaint relates to your employer or a provider and remains unresolved, contact SIRA on 13 74 72 or [contact@sira.nsw.gov.au](mailto:contact@sira.nsw.gov.au)

## Do you disagree with a decision made on your claim and need legal advice?

- » Contact IRO on 13 94 76

## Are you concerned about the health and safety of your workplace, or want to report a workplace incident?

- » Contact SafeWork NSW on 13 10 50 or [contact@safework.nsw.gov.au](mailto:contact@safework.nsw.gov.au)

## Are you concerned about dust exposure at work?

- » Contact icare on 8223 6600 or 1800 550 027 (toll free)
- » For lung screen enquiries, contact icare on 139 444



### SIRA

SIRA regulates the workers compensation scheme and is responsible for promoting its effectiveness, efficiency and viability.

### In addition:

#### IRO

IRO helps workers resolve complaints relating to claims management and can provide funding for legal advice.

#### PIC

The Personal Injury Commission is a tribunal that resolves disputes between people injured in motor accidents or workplaces, employers and insurers.